Maryland Cultural Competency Technical Assistance Resource Kit

{Health Literacy, Language Services, Workforce Diversity}







Office of Minority Health and Health Disparities
Maryland Department of Health and Mental Hygiene

Updated February 2014

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Interested in joining the consultant pool?

Email dhmh.healthdisparities@maryland.gov

Methodology for Developing the Cultural Competency Resource Kit of Expert Individuals and Organizations:

Maryland DHMH/MHHD maintains a directory of health equity experts, including researchers, evaluators, providers of training and technical assistance, and experts in cultural and linguistic competence and health literacy. These experts have experience at the local, state, and national levels. With the assistance of many of these experts, the MHHD Office recently published the Cultural Competency and Health Literacy Primer, which identifies tools to improve cross-cultural communications skills, deliver culturally and linguistically appropriate healthcare services to diverse populations, and develop programs and policies to improve health outcomes and reduce health disparities.

For the Resource Kit, MHHD staff identified individuals and organizations with expertise in health equity and cultural competency. The individuals and organizations considered for the Cultural Competency Resource Kit were sent a brief survey in which they were asked to identify specific areas of expertise. They were also asked to authorize their information to be listed on the MHHD Cultural Competency Website.

Disclaimer: This list of cultural competency, language services and health literacy resources is intended to provide guidance to Maryland Health Providers who seek to improve the cultural competency of their facilities and programs. These resources are external to DHMH and, although they have been reviewed and determined sufficiently experienced in their fields, their inclusion on this list is not an endorsement of their services by DHMH. We welcome feedback on your experience so that we can continue to build the quality of this service.

Maryland Area Consultant Pool

- * The consultants were arranged by categories of expertise and in alphabetical order of last names.
- ** The consultant pool includes individuals and organizations.

Note: "Type of Products: Program Data" refers to program Implementation, process, outcomes, and/or evaluation data

Cultural Competency – Training

Shelly Cameron, EdD, MHA, MScHRM

Specific Area of Expertise: Cameron Calder & Associates, LLC

Cultural Competency
Health Literacy
Email: scameron@ccahr.com

Types of Services Provided: Tel: 954.495.1644

Group Training Address: 7903 Orion Cir. #332

Train-the-Trainer Laurel, MD 20724

Types of Products: Website: www.ccahr.com

Training Toolkits and Materials

Public Health Workforce Training

Priscilla Chatman, JD

Specific Area of Expertise: Chatman, LLC

Cultural Competency
Health Literacy
Email: chatmanp@verizon.net

Types of Services Provided: Tel: 202.309.2777

Group Training Address: 6508 Gold Yarrow Lane
Train-the-Trainer Upper Marlboro, MD 20772

Darci Graves, MA, MA, MPP

Specific Area of Expertise: Senior Health Care Education Specialist

Cultural Competency SRA International, Inc.

Types of Services Provided:

Group Training Email: darci.graves@gmail.com

Curriculum Development Tel: 410.262.1061

Types of Products: Address: 6003 Executive Blvd., Suite 400

Curricula Rockville, MD 20852
Training Toolkits and Materials

C. Godfrey Jacobs

Specific Area of Expertise:

Cultural Competency

Health Literacy

Types of Services Provided:

Language Services

Organizational Assessment

Group Training Train-the-Trainer

Curriculum Development

Types of Products:

Curricula

Training Toolkits and Materials
Public Health Workforce Training

Program Data

Program Manager SRA International, Inc.

Email: godfrey_jacobs@sra.com

Tel: 240.514.2600

Address: 6003 Executive Blvd., Suite 400

Rockville, MD 20852

Thomas LaVeist, PhD

Specific Area of Expertise:

Cultural Competency

Health Literacy

Types of Services Provided:

Organizational Assessment

Group Training

Train-the-Trainer

Curriculum Development

Type of Products:

Curricula

Public Health Workforce Training

Program Data

Director

Hopkins Center for Health Disparities Solutions, Johns Hopkins Bloomberg School of Public Health

Website:

www.HopkinsHealthDisparities.org

Email: tlaveist@jhsph.edu

Tel: 410.955.3774

Address: 624 N. Broadway, Suite 441

Baltimore, MD 21205

Marilyn Lynk, PhD

Specific Area of Expertise:

Cultural Competency Language Services

Types of Services Provided:

Organizational Assessment

Group Training Train-the-Trainer

Curriculum Development

Types of Products:

Public Health Workforce Training Training Toolkits and Materials

Program Data

Program Manager

Center for Health Equity and Wellness at Adventist

HealthCare

Website:

www.adventisthealthcare.com/disparities

Email: mlynk@adventisthealthcare.com

Tel: 301.315.3185

Address: 820 West Diamond Avenue, Suite 400

Gaithersburg, MD 20878

Ilana Mittman, PhD, MS

Specific Area of Expertise:

Cultural Competency

Health Literacy

Types of Services Provided:

Organizational Assessment

Group Training
Train-the-Trainer

Curriculum Development

Types of Products:

Public Health Workforce Training

Program Data

Senior Research Associate

The Sullivan Alliance

Email: Ilana.Mittman@gmail.com

Tel: 410.802.5601

Address: 1209 N. Charles St., Apt 106

Baltimore, MD

Marcos Pesquera, RPh, MPH

Specific Area of Expertise:

Cultural Competency

Language Services

Types of Services Provided:

Organizational Assessment

Group Training Train-the-Trainer

Curriculum Development

Types of Products:

Public Health Workforce Training Training Toolkits and Materials

Program Data

Executive Director

Center for Health Equity and Wellness at Adventist

HealthCare

Website:

www.adventisthealthcare.com/disparities

Email: mpesquer@adventisthealthcare.com

Tel: 301.315.3686

Address: 820 West Diamond Avenue, Suite 400

Gaithersburg, MD 20878

Astril Webb, MD

Specific Area of Expertise:

Cultural Competency

Health Literacy

Types of Services Provided:

Organizational Assessment

Group Training

Train-the-Trainer

Curriculum Development

Language Interpretation - Spanish

Type of Products:

Curricula

Public Health Workforce Training Training Toolkits and Materials

Program Data

Healthy Kinder

Website:

www.healthykinderkids.org

Email: triniwebb@gmail.com

Tel: 240-393-6116

Address: PO Box 47561, Forestville, MD 20753

Cheri Wilson, MA, MHS, CPHQ

Specific Area of Expertise:

Cultural Competency

Health Literacy

Language Services

Types of Services Provided:

Organizational Assessment

Group Training

Train-the-Trainer

Curriculum Development

Type of Products:

Public Health Workforce Training

Training Toolkits and Materials

Program Data

Faculty Research Associate; Program Director Hopkins Center for Health Disparities Solutions, Johns Hopkins Bloomberg School of Public Health

Website:

www.HopkinsHealthDisparities.org

Email: chwilson@jhsph.edu

Tel: 410.955.3774

Address: 624 N. Broadway, Suite 312

Baltimore, MD 21205

Cross-Cultural Communications, LLC

Specific Area of Expertise:

Cultural Competency Language Services

Types of Services Provided:

Organizational Assessment

Group Training Train-the-Trainer

Curriculum Development

Types of Products:

Curricula

Training Toolkits and Materials

Contact Email:

ccc2@cultureandlanguage.net

Website: www.cultureandlanguage.net

Tel: 410.312.5599

Address: 10015 Old Columbia Road, Suite B-215

Columbia, MD 21046

Institute for Urban Research, Morgan State University

Specific Area of Expertise: Contact Person:

Cultural Competency Raymond Winbush, Ph.D.

Health Literacy Director, Institute for Urban Research

Types of Services Provided:

Organizational Assessment

Train-the-Trainer

Curriculum Development

Types of Products:

Curricula

Training Toolkits and Materials

Program Data

Website: http://iur.morgan.edu/index.html

Email: rwinbush@usit.net

Tel: 443-885-3004

Address: 1700 E. Cold Spring Lane Baltimore, MD

21251

Marko & Associates, LLC

Specific Area of Expertise:

Cultural Competency

Health Literacy

Types of Services Provided:

Organizational Assessment

Group Training

Train-the-Trainer

Curriculum Development

Types of Products:

Curricula

Training Toolkits and Materials Public Health Workforce Training

Program Data

Contact Person:

Marshall J. Spurlock, Senior Principal

Marko & Associates, LLC

Website: www.markohealth.com

Email: markohealth@aol.com

Tel: 301.538.5943 Address: P.O. Box 7825

Upper Marlboro, MD 20792-7825

The Helix Group, Inc.

Specific Area of Expertise:

Cultural Competency

Health Literacy

Types of Services Provided:

Organizational Assessment

Group Training

Train-the-Trainer

Curriculum Development

Types of Products

Curricula

Training Toolkits and Materials

Program Data

Contact Person:

Sabrae Yulonne Derby

The Helix Group, Inc.

Website: www.thginc.biz

Email: BDerby@thginc.biz

Tel: 301-899-0360 x11

Address: 5801 Allentown Road, Suite 206

Camp Springs, MD 20746

The Johns Hopkins Center to Eliminate Cardiovascular Health Disparities

Specific Area of Expertise:

Cultural Competency

Health Literacy

Types of Services Provided:

Organizational Assessment

Train-the-Trainer

Curriculum Development

Types of Products

Curricula

Training Toolkits and Materials **Public Health Workforce Training**

Program Data

Contact Person:

Jennifer Halbert

Website: www.jhsph.edu/cardiodisparities

Email: jhalber5@jhmi.edu

Tel: 410.614.2412

Address: Johns Hopkins School of Medicine

2024 E. Monument St., Suite 2-500

Baltimore, MD 21287

Cultural Competency – Curriculum

Janet J. Harding, MS, PHR

Specific Area of Expertise:

Cultural Competency

Types of Services Provided: Curriculum Development Director

Cultural Awareness & Inclusion Frederick Memorial Hospital

Email: jharding@fmh.org

Tel: 240.566.3465

Address: 400 W. Seventh St.

Frederick, MD 21701

Sosena Kebede, MD

Specific Area of Expertise:Cultural Competency

Assistant Professor of Medicine
Johns Hopkins University

Types of Products:

Curricula

Email: skebede3@jhmi.edu

Address: Nelson 2nd Floor, Room 215, Park 307

600 N. Wolfe St. Baltimore, MD 21287

Allan Noonan, MD, MPH

Specific Area of Expertise:

Cultural Competency

Types of Services Provided:

Organizational Assessment Curriculum Development

Types of Products

Curricula

Public Health Workforce Training

Program Data

Dr. Noon previously served as a senior advisor in the Office of the Surgeon General of the U.S. Public Health Service coordinating the production of all Surgeon Generals' Reports and Calls to Action.

Email: Noonan.Allan@gmail.com

Tel: 410.785.1919 Address: P.O. Box 273 Hunt Valley, MD 21030

Gloria Ramsey, JD, RN, FAAN

Specific Area of Expertise:

Cultural Competency

Types of Services Provided:

Train-the-Trainer

Curriculum Development

Types of Products:

Curricula

Program Data

Associate Professor

Uniformed Services University Graduate School of

Nursing

Email: gloria.ramsey@usuhs.edu

Tel: 301.295.1142

Address: 4301 Jones Bridge Rd., Building E - 1008

Bethesda, MD 20814

Tracy Sbrocco, PhD

Specific Area of Expertise:

Cultural Competency

Types of Services Provided:

Train-the-Trainer

Curriculum Development

Types of Products:

Curricula

Program Data

Director

Uniformed Services University Center of Health

Disparities

Website:

www.usu-chd.org/chd/Home

Email: tracy.sbrocco@usuhs.edu

Tel: 301.295.9674

Address: 4301 Jones Bridge Rd., Building B - 3044

Bethesda, MD 20814

Center for Health Equity and Wellness, Adventist HealthCare, Inc.

Specific Area of Expertise:

Cultural Competency

Health Literacy Language Services

Types of Services Provided:

Organizational Assessment

Group Training

Train-the-Trainer

Curriculum Development

Types of Products:

Training Toolkits and Materials
Public Health Workforce Training

Program Data

Contact Email:

mpesquer@adventisthealthcare.com

Website:

www.adventisthealthcare.com/disparities

Tel: 301.315.3686

Address: 820 West Diamond Avenue, Suite 400

Gaithersburg, MD 20878

Cultural Competency – Other

Erica Ahmed, MA, MS, CHES

| Specific Area of Expertise: | Director, Public Education, Mental Health America |
|-----------------------------|---|
| Cultural Competency | |
| Health Literacy | Email: eahmed@mentalhealthamerica.net Tel: 703.838.7553 |
| | Address: 2000 N. Beauregard St., 6th Floor |
| | Alexandria, VA 22311 |

Linda Aldoory, PhD

| Specific Area of Expertise: | Endowed Chair and Director |
|-----------------------------|---|
| Cultural Competency | Herschel S. Horowitz Center for Health Literacy |
| Health Literacy | |
| Type of Products: | Email: laldoory@umd.edu |
| Program Data | Tel: 301.405.0388 |
| | Address: Room 2367E, School of Public Health |
| | University of Maryland, College Park, MD 20742 |

Health Literacy

Diana Cheng, MD

Specific Area of Expertise:

Health Literacy

Types of Services Provided:

Group Training Train-the-Trainer

Curriculum Development

Type of Products:

Curricula

Training Toolkits and Materials

Public Health Workforce Training

Director, Women's Health

Maryland Department of Health and Mental

Hygiene

Email: diana.cheng@maryland.gov

Tel: 410.767.6719

Address: 201 W. Preston St.

Baltimore, MD 21201

NOTE: Dr. Cheng's special expertise is in intimate

partner violence.

Bonnie Braun, PhD

Specific Area of Expertise:

Health Literacy

Types of Services Provided:

Organizational Assessment

Group Training

Train-the-Trainer

Curriculum Development

Types of Products:

Curricula

Training Toolkits and Materials
Public Health Workforce Training

Program Data

Professor, Department of Family Science Faculty

Scholar, Herschel S. Horowitz Center for Health

Literacy

University of Maryland, College Park

Email: bbraun@umd.edu

Tel: 301.335.4335

Address: Room 1142, School of Public Health University of Maryland, College Park, MD 20742

Alice Horowitz, PhD

Specific Area of Expertise: Research Associate Professor

Health Literacy Herschel S. Horowitz Center for Health Literacy

Type of Products:

Program Data Email: ahorowit@umd.edu

Tel: 301.405.9797

Address: Room 2367E, School of Public Health University of Maryland, College Park, MD 20742

Herschel S. Horowitz Center for Health Literacy, University of Maryland, College Park

Specific Area of Expertise: Cultural Competency

Health Literacy

Types of Services Provided:

Organizational Assessment

Group Training Types of Products:

Train-the-Trainer

Curricula

Training Toolkits and Materials

Program Data

Contact Email:

healthliteracy@umd.edu

Website: www.healthliteracy.umd.edu

Tel: 301.405.9435 Address: Room 2367

School of Public Health, University of Maryland

College Park, MD 20742

Language Services

Veronica Deza, MD, JD

Types of Services Provided:

Spanish Interpretation

Specific Area of Expertise: Director of Geriatrics

Language Services Department of Family and Community Medicine,

Medstar Franklin Square Medical Center

Spanish Translation Email: paula@dezatranslations.com

Tel: 202.297.2299

Nan Principe-Crockett

Language Services

Specific Area of Expertise: Language Interpretation Manager, Interpreter

Cultural Competency Services Frederick Memorial Hospital

Types of Services Provided: Website: www.fmh.org/interpreting-services-

Language Translation

Email: npcrockett@FMH.org

Tel: 240.566.3565

Address: 400 W. Seventh St.

Frederick, MD 21701

Gloria Ramos

Language Services

Health Literacy

Types of Products:

Health Literacy

Specific Area of Expertise: Program Manager, Immigrant Services

Health Literacy HealthCare Access Maryland

Types of Services Provided: Website: www.hcamaryland.org

Spanish Interpretation
Spanish Translation
Email: Gramos@HCAMaryland.org

Tel: 410.649.0515

Address: 201 E. Baltimore St., Suite 1000

Baltimore, MD 21202

Center for Health Equity and Wellness, Adventist HealthCare, Inc.

Specific Area of Expertise: Contact Email:

Cultural Competency tfrelick@adventisthealthcare.com

Language Services Website:

Types of Services Provided: www.adventisthealthcare.com/disparities

Group Training Tel: 301.315.3777

Train-the-Trainer Address: 820 West Diamond Avenue, Suite 400

Curriculum Development Gaithersburg, MD 20878

Public Health Workforce Training Program Data

Training Toolkits and Materials

Organizational Assessment

HealthCare Access Maryland

Specific Area of Expertise: Contact Person:

Cultural Competency Marian Callway, Director of Communications

Language Service Website: www.heathcareaccessmaryland.org

Language Service website. www.neathcareaccessmaryland.org

Types of Services Provided: Email: mcallaway@hcamaryland.org Language Translation Tel: 410.649.0521, ext. 3007

Language Interpretation Address: 201 E. Baltimore St., Suite 1000

anguage interpretation Address: 201 E. Baitimore St., Suite 1000

Baltimore, MD 21202

Organizational Assessment

Thomas LaVeist, PhD

Specific Area of Expertise:

Cultural Competency

Health Literacy

Types of Services Provided:

Organizational Assessment

Group Training

Train-the-Trainer

Curriculum Development

Type of Products:

Curricula

Public Health Workforce Training

Program Data

Clearview Organizational Assessment (COA360)

Website: www.clearview360.org

Email: tlaveist@jhsph.edu

Tel: 410.955.3774

Address: 624 N. Broadway, Suite 441

Baltimore, MD 21205

Cheri Wilson, MA, MHS, CPHQ

Specific Area of Expertise:

Cultural Competency

Health Literacy

Language Services

Types of Services Provided:

Organizational Assessment

Group Training

Train-the-Trainer

Curriculum Development

Type of Products:

Public Health Workforce Training

Training Toolkits and Materials

Program Data

Clearview Organizational Assessment (COA360)

Website: www.clearview360.org

Email: chwilson@jhsph.edu

Tel: 410.955.3774

Address: 624 N. Broadway, Suite 312

Baltimore, MD 21205

Center for Health Equity and Wellness, Adventist HealthCare, Inc.

Specific Area of Expertise:

Cultural Competency

Health Literacy Language Services

Types of Services Provided:

Organizational Assessment

Group Training

Train-the-Trainer

Curriculum Development

Types of Products:

Training Toolkits and Materials
Public Health Workforce Training

Program Data

Contact Email:

Emartin2@adventisthealthcare.com

Website:

www.adventisthealthcare.com/disparities

Tel: 301.315.3184

Address: 820 West Diamond Avenue, Suite 400

Gaithersburg, MD 20878

Free Online Training Resources

Cultural Competency/Cross-Cultural Communications

Institute for Healthcare Improvement. Patient- and Family-Centered Care 101: Dignity and **Respect**. 2011. Available at:

http://app.ihi.org/lms/coursedetailview.aspx?CourseGUID=8eb52137-21d7-4b30-afcdfd781de6d6d5&CatalogGUID=6cb1c614-884b-43ef-9abd-d90849f183d4

Management Sciences for Health and the U.S. Department of Health and Human Services/Health Resources and Services Administration. The Provider's Guide to Quality and Culture. 2006 (rev. 2008). Available at:

http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English

New York-New Jersey Public Health Training Center. Exploring Cross-Cultural Communication. Available at: http://www.empirestatephtc.org/learning/pages/catalog/cc/default.cfm http://www.phtc-online.org/learning/pages/catalog/cc/

South Central Public Health Partnership. Cultural Diversity, Health Disparities, and Public Health.

Available at: http://lms.southcentralpartnership.org/scphp/mycourse_desc.php?&id=187

South Central Public Health Partnership. Diversity and Cultural Competency in Public Health **Settings** – Basic Level.

Available at: http://moodle01.southcentralpartnership.org/scphp/mycourse_desc.php?id=7

U.S. Department of Health and Human Services, Office of Minority Health. Think Cultural Health - Continuing Education. Available at: https://www.thinkculturalhealth.org Includes the following online training programs:

- A Physician's Practical Guide to Culturally Competent Care (https://www.thinkculturalhealth.hhs.gov/Content/ContinuingEd.asp)
- Culturally Competent Nursing Care: A Cornerstone of Caring (https://www.thinkculturalhealth.hhs.gov/Content/ContinuingEd.asp)

South Central Public Health Partnership. Managing Diversity Begins with You.

Available at: http://moodle01.southcentralpartnership.org/scphp/mycourse_desc.php?id=10

Upper Midwest Public Health Training Center. Cross-Cultural Communication and Nutrition Assessment.

Available at: http://cph.uiowa.edu/UMPHTC/education-and-training/cultural-comp.html

Upper Midwest Public Health Training Center. Cultural Competence and WIC Nutrition Assessment: How Culture Affects Food Beliefs and Practices.

Available at: http://cph.uiowa.edu/UMPHTC/education-and-training/cultural-comp.html

U.S. Department of Health and Human Services, Health Resources and Services Administration. Effective Communication Tools for Healthcare Professionals 101: Addressing Health Literacy, Cultural Competency, and Limited English Proficiency (formerly titled Unified Health Communication). 2007. Available at: http://www.hrsa.gov/publichealth/healthliteracy/

New York-New Jersey Public Health Training Center. Practicing Cross-Cultural Communication—Community Health Worker Program.

Available at: http://www.phtc-online.org/learning/pages/catalog/cc2-chw/

Health Literacy

U.S. Department of Health and Human Services, Centers for Disease Control and Prevention. Health Literacy for Public Health Professionals.

Available at: http://www2a.cdc.gov/TCEOnline/registration/detailpage.asp?res_id=2074

Michigan Public Health Training Center. Health Literacy and Immunizations: Working at the **Local Public Health Level**. 2011. Available at:

https://practice.sph.umich.edu/mphtc/site.php?module=courses one online course&id=434

Midwest Center for Life-Long-Learning in Public Health. Culture and Health Literacy: Beyond Access. University of Minnesota School of Public Health.

Available at: http://www.sph.umn.edu/details/course/7820/

New York-New Jersey Public Health Training Center. Health Literacy and Public Health: Introduction. Available at: http://www.phtc-online.org/learning/pages/catalog/phlit01/

New York-New Jersey Public Health Training Center. Health Literacy and Public Health: Strategies for Addressing Low Health Literacy. Available at: http://www.phtconline.org/learning/pages/catalog/phlit02/

Language Services/Limited English Proficiency

Bilingual Communications, Inc. Working with Interpreters in Healthcare. Greensboro Area Health Education Center (AHEC).

Available at: http://www.aheconnect.com/newahec/cdetail.asp?courseid=Inter

American Academy of Family Physicians. **Quality Care for Diverse Populations** – Video Series and Facilitator's Guide. Available at:

http://www.aafp.org/online/en/home/clinical/publichealth/culturalprof/quality-care-diverse-populations.html

New York University Center for Immigrant Health and Cancer Disparities, and the American Pharmacists Association. **Enhancing Medication Safety for Patients with Limited English Proficiency**. 2011. Available at: http://pharmacylanguage.net/

Other

Midwest Center for Life-Long-Learning in Public Health. **Immigrant Health Online Module**. University of Minnesota School of Public Health. Available at: http://www.sph.umn.edu/details/course/10577/

National Association of City and County Health Officials. **Roots of Inequality: An Online Learning Collaborative**. 2011. Available at: http://www.rootsofhealthinequity.org/ [Web-based course is particularly targeted to the local public health workforce and it explores the root causes of inequality in the distribution of disease, illness, and death.]

Fee-based Online Training Resources

Non-Clinical Staff

Quality Interactions, Inc. **Quality Interactions for Health Care Professionals**. Available at: http://www.qualityinteractions.org/prod overview/health care program features.html

An e-learning program that is geared toward non-clinical staff. Resources also include a Facilitator's Guide for conducting live follow-up sessions with staff members who have completed the online training module.

Learning objectives include the following:

- Respect and value cultural diversity
- Communicate clearly in cross-cultural interactions
- Understand and explore cultural differences
- Effectively engage an individual in a cross-cultural interaction

Clinical Staff

Espitia B, Smith L. El Futuro Series: Module D. He Treated Me Like An Animal—The Impact of Discrimination on Latino Mental Health. Greensboro Area Health Education Center (AHEC).

Available at: http://www.aheconnect.com/newahec/cdetail.asp?courseid=elfuturo4

Web-based course explores a model of learning to understand and identify how individuals are affected by discrimination; and it offers practical strategies for practitioners to address these effects in a therapeutic setting. Continuing education credit is available. Cost is \$5.

Mastrole RK, Root S, LePage C. **Addressing Cultural Competence in Health Care**. 2011. PRIME. *Module 1 available at:*

http://primeinc.org/cme/online/177/Addressing Cultural Competence in Health Care Module 2 available at:

http://primeinc.org/cme/online/178/Best Practices to Achieve Cultural Competence in Health Care

Two-part self-guided learning module "focuses on increasing awareness of cultural and linguistic barriers that can occur between health care providers and patients" and discusses strategies for overcoming such barriers. The module also discusses strategies for integrating culturally competent health care practices in diverse practice settings. Both audio and video case examples are provided. Continuing education credit is available. The course fee is \$20 for each module.

Barba BE, Tesh AS, DeBrew JK. **UNCG Geriatric Training Series: Cultural Perspectives of Aging**. Greensboro Area Health Education Center (AHEC).

Available at: http://www.aheconnect.com/newahec/cdetail.asp?courseid=uncg2

Web-based course addresses the following learning objectives:

- Recognize that cultural beliefs, practices, and life experiences influence care of older adults
- Describe prominent health belief systems in the U.S. that affect the care of older adults
- Discuss the adaption of nursing interventions to the culture of older adult patients/clients

Continuing education credit is available. Cost is \$10.

Smith L, Stein GL. **El Futuro Series: Module B. Culture Bound Syndromes**. Greensboro Area Health Education Center (AHEC).

Available at: http://www.aheconnect.com/newahec/cdetail.asp?courseid=elfuturo2

Web-based course addresses the following learning objectives:

- Describe culture-bound syndromes within context of Latino populations
- Identify types of traditional healers and traditional treatments and healing practices

The goal of the course is to help learners to make clinical decisions that are respectful of patients/clients' cultural beliefs and attitudes. Continuing education credit is available. Cost is \$5.

Tanenbaum Center for Interreligious Understanding. Improving Religio-Cultural Competence in Patient Care. 2012. Available at: https://www.tanenbaum.org/cme

One-hour web-based course focuses on developing learners' understanding of the impact of cultural and religious beliefs and practices on patient and provider decision-making, treatment options, and delivery of care. Continuing education credit is available. Cost is \$25.

McAuliffe GJ. **Key Practices in Culturally Alert Counseling**. 2009. American Psychological Association. Available at: http://www.apa.org/education/ce/1360220.aspx

Online workshop provides counselors over 20 strategies for incorporating cultural dimensions into their counseling practice. Continuing education credit is available. The course fee is \$60.

Smith L, Siu K. El Futuro Series: Module F. Si Dios Lo Permite: The Role of Spirituality in Working with Latinos. Greensboro Area Health Education Center (AHEC). Available at: http://www.aheconnect.com/newahec/cdetail.asp?courseid=elfuturo6

Web-based course addresses the following learning objectives:

- Explain the role of spirituality and religion in the Latino population
- Describe strategies for working with spiritual or religious clients
- Express the importance of self-assessment of the learners' own beliefs and biases in order to effectively counsel members of Latino or other populations

 Continuing education credit is available. Cost is \$5.

American Medical Association. Working Together to End Racial and Ethnic Disparities: One Physician at a Time Kit. Available at:

http://www.amaassn.org/ama1/pub/upload/mm/433/health disp kit.pdf

Training kit is designed for health professionals and their office staff to address the following topics:

- Why health disparities occur and what can be done to address them
- How to establish effective interpersonal and working relationships that acknowledge cultural differences
- Ways to challenge one's knowledge and assumptions about how one delivers care
- The connection between quality of care and health care disparities

The kit includes a discussion facilitation guide; a 22-minute DVD of health care professionals' and patients' firsthand experiences with health disparities; and a CD-ROM with supplemental training material on quality of care, trust and stereotyping, cultural competence, language barriers, and health literacy. Cost is \$15 for non-AMA members.

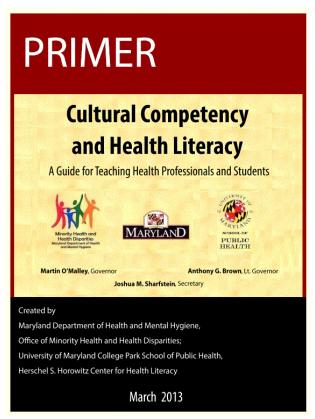
Examples of Training Videos

Kaiser Permanente/California Endowment Multicultural Health Series. This collection of 10 video (and DVD) case studies and training materials was designed for health care professionals who work with ethnically and culturally diverse populations. The curriculum is meant to educate providers about the meaning and importance of cultural competence in health care. Each video case study is accompanied by facilitator notes and participant handouts. A background section provides an information context for the situations portrayed in the video. (Summary from California Endowment.) Download the Multicultural Health Series Facilitator's Guide at: http://www.calendow.org/uploadedFiles/multicultural health series.pdf

Quality Interactions: A Patient-Based Approach to Cross-Cultural Care. Produced by the Manhattan Cross Cultural Group. This e-learning program provides case-based instruction on cross-cultural health care. The interactive program focuses on common clinical and/or cross-cultural scenarios that build a framework of knowledge and skills for delivering quality care to diverse patient populations. Quality Interactions offers training for physicians, nurses and case managers, and health care employees. (*Summary from www.advancinghealthequity.org*) Available at: http://www.qualityinteractions.org/index.html

The Culture of Emotions: A Cultural Competence and Diversity Training Program. Harriet Koskoff, Producer/Co-Coordinator. Available from Fanlight Productions, www.fanlight.com. Worlds Apart. A Four-Part Series on Cross-Cultural Healthcare. By Maren Grainger-Monsen, MD, and Julia Haslett, Stanford University, Center for Biomedical Ethics. Available from Fanlight Productions, www.fanlight.com

Looking for more cultural competency and health literacy training resources?



The Cultural Competency and Health Literacy Primer is intended to serve as a free resource guide for health professional educators responsible for training the current and future healthcare workforce.

The Primer was co-created by the Maryland Department of Health and Mental Hygiene's Office of Minority Health and Health Disparities, and the University of Maryland, College Park, School of Public Health and the Herschel S. Horowitz Center for Health Literacy.

The Primer is designed to provide users with tools and resources to help guide the integration of cultural and health literacy competencies into everyday healthcare practice.

Download the Primer at http://dhmh.maryland.gov/mhhd/CCHLP

Health Disparities Research Academic Centers in Maryland

University of Maryland

Maryland Center for Health Equity

University of Maryland, School of Public Health 3302E SPH Building #255 College Park, MD 20742-2611

Tel: 301.405.8357

Website: http://www.healthequity.umd.edu/

Herschel S. Horowitz Center for Health Literacy

University of Maryland, School of Public Health 2367E SPH Building College Park, MD 20742

Tel: 301.405.0388

Website: http://www.healthliteracy.umd.edu/

Program in Minority Health and Health Disparities Education and Research

University of Maryland, School of Medicine 685 W. Baltimore St., HSF 1-618 Baltimore, MD 21201

Tel: 410.706.1742

Website: http://medschool.umaryland.edu/minorityhealth.asp

Morgan State University

National Center for Health Behavior Change

Urban Medical Institute/Morgan State University Jenkins Behavioral Science Bldg. Room 337 1700 E. Cold Spring Lane

Baltimore, MD 21251

Tel: 410.383.5167

Website:

http://ww.morgan.edu/academics/special programscenters/national center for health behav ioral_change.html

Institute for Urban Research

Morgan State University Montebello Complex D Wing Room 216 1700 E. Cold Spring Lane Baltimore, MD 21251

Tel: 410.383.5167

Website: http://iur.morgan.edu/

Uniformed Services University of the Health Sciences

Uniformed Services University Center for Health Disparity

Bldg B, Room 1022B 4301 Jones Bridge Road Bethesda, MD 20814

Tel: 301.295.1498

Website: http://www.usuhs.edu/centers.html

Johns Hopkins University

Hopkins Center to Eliminate Cardiovascular Health Disparities

Johns Hopkins School of Medicine 2024 E. Monument St., Suite 2-500

Baltimore, MD 21287 Tel: 410.614.2412

Website: http://www.jhsph.edu/research/centers-and-institutes/johns-hopkins-center-

to- eliminate-cardiovascular-health-disparities/

Hopkins Center for Health Disparities Solutions

Johns Hopkins University School of Public Health 621 N. Washington St.

Baltimore, MD 21205 Tel: 410.614.5983

Website: http://www.jhsph.edu/research/centers-and-institutes/johns-hopkins-center-for-decomposition

health-disparities-solutions/

Hopkins Center to Reduce Center Disparities

East Baltimore Medical Center 1000 E. Eager St.

Baltimore, MD 21202 Tel: 443.287.3564

Website:

http://www.hopkinsmedicine.org/kimmel_cancer_center/centers/community_outreach/cancer_disparities_center/

Maryland Department of Health and Mental Hygiene
Office of Minority Health and Health Disparities
Websites http://dbmb.maryland.gov/mbbd/

Website: http://dhmh.maryland.gov/mhhd/

Tel: 410.767.7117

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Facebook: www.facebook.com/MarylandMHHD

